In the Specification:

Please add the following heading and paragraph at page 1, between the title and first heading as follows:

--CROSS-REFERENCE TO RELATED APPLICATIONS

This application is the U.S. national stage application of International Application PCT/GB2005/002341, filed June 14, 2005, which International Application was published on December 29, 2005, as International Publication No. WO 2005/124699 A1 in the English language. The International Application claims priority of Great Britain Patent Application 0413624.8, filed June 17, 2004.--

Please add the enclosed "Abstract of the Disclosure" as new page 70 to the specification.

--ABSTRACT OF THE DISCLOSURE

The invention provides a queue management system and method for controlling the movement of a group of one or more people through a virtual queue line for a service. The system comprises registration means (50) for registering the group, the registration means comprising an information carrier (52) bearing a registration code and at least one ID tag (54) including ID details for the member(s) of the group. The registration means associates the registration code with an indication of group size and uniquely with the ID details. The system further comprises interface means (48) for enabling communications to and from the group, and a processor (32, 34) associated with the interface means and responsive to a communication from the group including a communicator address and the registration code for generating a registration record for the group representing the group size, the ID details and the communicator address. The processor is arranged to receive a communication from the group requesting access to the virtual queue and to monitor the place of the group in the queue line and then trigger a summons signal when the group approaches or reaches

the head of the queue line. The interface means is responsive to the summons signal

for initiating a communication to the communicator address for summoning the group

to the service. Access control apparatus (22) at the service reads the at least one ID

tag and compares the ID details with the registration record in order to evaluate

whether access to the service should be permitted or prevented.

[Figure 3]--